

Six Month Moving Average of Percent of Rezoning Plan Review Opportunities with Missed Deadlines

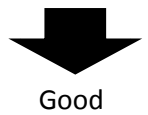
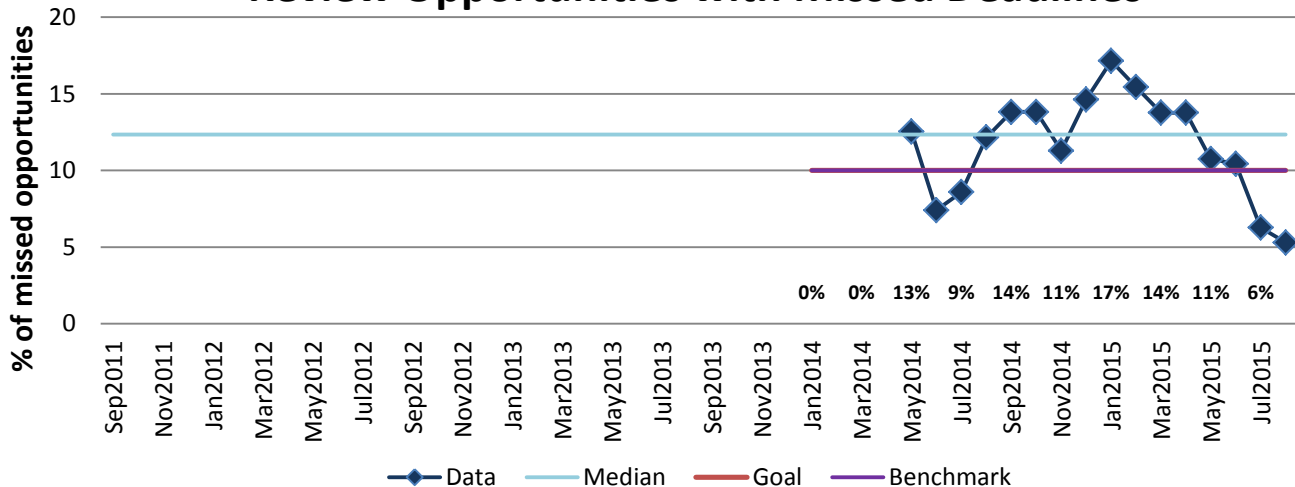


KPI Owner: Emily Liu

Process: Rezoning Process

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: Baseline recently established after completing one full year as new department; new goal to be determined based on baseline information Benchmark: 10% Error Rate		Data Source: Rezoning Timeline Spreadsheet Goal Source: Scope Summary Benchmark Source: Rezoning Timeline Spreadsheet	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Six month Moving Average of the percent of rezoning plan review opportunities with missed deadlines. Why Measure: To monitor staff performance standards for Rezoning cases. Next Improvement Step: to determine an appropriate goal for this measurement based on the new baseline		
How Are We Doing?					
Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
10.00	12.21		10.00	5.30	
% of missed opportunities	% of missed opportunities		% of missed opportunities	% of missed opportunities	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.